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# Local Registrar Hot Topics

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**Vital Statistics Annual  
Conference December 2020**



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# Presenters

Sarah Childress

Field Representative for Regions  
1, 9, & 10

Somayeh Arabpour

Field Representative for Regions  
2 & 3

# Agenda

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## Flagged Records

- Reasons for flagged records
- Handling flagged records
- Notice of removal

## Printing

- Re-printing from the Local Print Queue
- Re-printing from the Fee Tab
- Gen-Print Plugin

## Fetal Death

- Definitions
- Filing Requirements
- Registered in TxEVER vs VS-113
- Issuance
- Found fetus
- BTP – Fetal Death



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## **Filing Non-institutional Unintended Births**

### **Delayed Filing**

Death and Fetal Death  
Birth

## **VSS Records Management**

### **VSS Registration**

Email address and uses  
Local Acceptance Queue/Local reassignment

## **Printing Amendments**



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**House Bill 123**

**Burial Transit Permits**

**Disposing of Record Requests**

**Search-to-Print Ratios**

**Refund Requests**



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**Birth Certificate Issuance Limit**

**Signing up for Remote Issuance**

**Proper Remote Birth Issuance Process**

**Document Control Numbers (DCNs)**

**Acknowledge of Paternity**



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**BankNote Security Paper**

**TxEVER Account Management**

**Criminal Background Checks**

**Question & Answer**



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# Flagged Records: Do Not Issue

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# Flagged Codes

- Code 2: Fraud
- Code 3-5: Administrative
- Code 7: Set by family
- Code 8 or 800: Adoption

## **How to assist a customer with a flagged record**



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Tell the customer that the record is flagged but don't share code/reason for flag.

Instruct customer to order their record from the state.

State will send customer formal rejection letter with reason for flag and steps to take.

# Notice of Removal



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The notice of removal is currently coming out in two instances:

1. The record has been flagged for an Amendment and an addendum will be added soon.
2. The record has been flagged for removal and the Removal notice should be put in place of the record being removed.

# Notice of removal scenario – Amendment to County of Death



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Funeral Home selected wrong county of death ->  
Angelina

Angelina county accepts and files record and tells  
funeral home to file a demographic amendment

Once the amendment has been received and  
processed by the state the record will be placed in  
the local acceptance queue of the correct county of  
death

# Notice of removal scenario – Amendment to County of Death



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Angelina County receives amendment to the death record changing the place of death

Angelina County requests Notice of Removal from  
[VSSRecordsManagement@dshs.texas.gov](mailto:VSSRecordsManagement@dshs.texas.gov)

Angelina County puts Notice of Removal in place of death record and destroys death record; same process if county has electronic version of death record



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# Printing

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## Re-printing from Local Print Queue

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You will need to find either the State File number or the Local File Number (IF it is a 2019 or 2020 record).

Use the instructions from the next few slides for what to input for the search criteria to print the record.



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## Re-printing from Local Print Queue

### Searching by Local File Number:

- Local file numbers are displayed as 8 digits long.
- The FIRST two digits are the Local ID Number
- The LAST six digits are the File number.

(Sample: LL##### - the Local ID is LL & File number is #####)



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## Re-printing from Local Print Queue

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### Searching by Local File Number

1. Local Print Queue
2. Document Filter: All Death Documents
3. All Previously Printed
4. LFN Range
  - a. Year: 2019 or 2020
  - i. From: 1
  - ii. To: 5000
5. Select the Record and click PRINT.



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## Re-printing from Local Print Queue

### Searching by State File Numbers

- State File Numbers are displayed as 10 digits long
- The FIRST six digits are the file number
- The LAST four digits are the year of event.

(Sample: #####YYYY – the File number is ##### & year of event is YYYY)



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## Re-printing from Local Print Queue

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### Searching by State File Numbers

1. Local Print Queue
2. Document Filter: All Death Documents
3. All Previously Printed
4. SFN Range
  - i. Year: YYYY
    1. From: 1
    2. To: 5000
5. Select the Record and click PRINT.



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# **Re-printing from Fee Module if record printed damaged (Remote System)**



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Locate the Transaction and click on the line to select it. It will have a status of "PRINTED".

Add the DCN of the damaged Security paper.

- Confirm the DCN Number; Click Ok.
- Click Save.

## **Re-printing from Fee Module if record printed damaged (Remote System) cont.**



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Locate the Transaction again, it will have a status of "COMPLETED".

Select the transaction and Click Print again.

The system will state that doing so it will void the previous transaction and ask if you want to continue. Click "YES".

## **Re-printing from Fee Module if record printed damaged (Remote System) cont.**



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Click "OK" and the system will print another copy of the birth record.

Locate the Transaction again and add the new DCN to the New Transaction Line.

Complete the request if everything printed correctly.

## **Re-printing from Fee Module if record failed to print (Remote System)**



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Locate the Transaction and click on the line to select it. It will have a status of "PRINTED".

Add "0000" as the DCN.

- Confirm the DCN Number; Click Ok.
- Click Save.

## **Re-printing from Fee Module if record failed to print (Remote System) cont.**



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Locate the Transaction again, it will have a status of "COMPLETED".

Select the transaction and click Print again.

The system will state that doing so, it will void the previous transaction and ask if you want to continue. Click "YES."



## **Re-printing from Fee Module if record failed to print (Remote System) cont.**



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Locate the Transaction again and add the new DCN to the New Transaction Line.

Complete the request if everything printed correctly.



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# Gen Print Plug-In

Local Registrars will need it to do Remote Certificate Issuance.

The plug-in is however NOT required to open or print PDF files from TxEVER.

# Local Registrar Uses – Gen Print



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- Printing from fee module
- Printing from local print queue
- If you're AOP certified and have a scanner or signature pad



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# Installing Gen-Print

- Update all browsers to the latest version.
- Update Java to the latest version.
- [Download TxEVER Gen Print Plugin](#)
- Install Gen Print Plugin as a local administrator.

# Installing Gen-Print cont.



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- Ensure the Gen-Print Plugin is running before opening browsers
- Launch your browser and allow the connection to the Gen Print Plugin.
- For complete instructions, please download the [Gen Print Plugin Installation and Troubleshooting Instructions](#).

# Common Resolution for Gen-Print Problems



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Delete the cache of Gen-Print in the folder -  
> C:\Users\{*your computer login ID*}\AppData\Roaming\gen\

Re-open Gen-Print and your preferred browser.



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# Fetal Death

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# Fetal Death vs Live Birth



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**Fetal death** = death that occurs before labor or during labor and delivery

**Infant death** = Death that occurs after delivery, up to one year of age. (Birth and death record required)



# Filing Requirement



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- **TAC 181.7** Legally required to file a fetal death record if:
  - Fetus weighs 350 grams or more or IF the weight of fetus is unknown and the fetus is aged 20 or more weeks

# Fetal Death Registration - TxEVER



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Available as of August 1, 2019

## Ordering Records:

- Fetal death records are ordered from the local registrar in the county where the death occurred or from the state.
- They can not be ordered in TxEVER.

# **Fetal Death Registration – Pink form VS-113**



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1. Medical certifier/funeral home fill out pink form
2. Medical certifier/funeral home brings pink form to local registrar in the county where the death occurred

# **Fetal Death Registration**

## **– Pink form VS-113**



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3. Local registrar reviews for completeness, makes a copy for their records, and mails pink form to the state
4. State data enters record -> record goes to state batch print -> record is placed in local acceptance queue of local registrar (working copy only; not for issuance)

# **Fetal Death Registration – Pink form VS-113**



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You should file and issue off of your original paper copy of the fetal death.

At the Texas Vital Statistics Section, we add our SFN to the record, then file and issue off of that mailed paper fetal death.



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# Fetal Death Record

**No paper copy:** file and issue off of TxEVER record and file numbers

**Have paper copy/pink form:** file and issue off of your local copy.

# Fetus/Infant found dead



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If an infant is found already deceased, the case must be referred to the ME or JP for investigation in the county where the death occurred, or where the body was found.

Responsible for registering:

- JP/ME
- Local Registrar

# Fetal Death BTP



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BTPs for fetal deaths **cannot** be requested or printed through TxEVER currently.

BTPs are obtained manually from the local registrar in the county of delivery or where the fetus was found.



# Fetal Death BTP



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- The local registrar shall not issue a BTP until the certificate of fetal death is completed in so far as possible.
- Funeral homes and medical certifiers can print out an abstract of the fetal death record with a water mark to show to the local registrar.

# Printing Abstract of Fetal Death Record as certifier or funeral home



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## Verification

### FETUS INFORMATION

First Name: CHEWBACCA  
Middle Name:  
Last Name: VADER  
Suffix:  
Date of Delivery: 05/04/2019

### VERIFIER INFORMATION

Funeral Home: GOLDEN GATE FUNERAL HOME-DALLAS  
First Name: CAROLINE  
Middle Name:  
Last Name: ZANOT

Preview

Close

Verification



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# **Filing Non-institutional Unintended Births**

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# Filing non-institutional birth with no midwife



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Four essential proofs of birth must be presented by customer:

1. Proof of Pregnancy
2. Proof that the infant was born alive
3. Proof that the birth occurred in the registration district
4. Proof that the birth occurred on the date stated

# 1. Proof of Pregnancy



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- Prenatal Record
- Statement from physician or health care provider
- Notarized affidavit with a photo identification
- Other evidence acceptable to local registrar

## 2. Proof that the infant was born alive



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- Statement from physician or health care provider who saw or examined the infant
- Observation of the infant during a home visit by a public health nurse
- Notarized affidavit with a photo identification
- Other evidence acceptable to local registrar



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### 3. Proof that the birth occurred in the registration district

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Live birth occurred in the mother's residence

- Utility bill
- Telephone bill
- Rent receipt
- Driver's license
- Envelope with address
- Notarized affidavit

Live birth occurred outside the mother's residence

- Notarized affidavit with photo ID of the person with knowledge of the mother's presence in the registration district on the date of birth

## 4. Proof That the Birth Occurred on the Date Stated



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- Prenatal record
- Medical record
- Notarized affidavit
- Other evidence acceptable to local registrar





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# **Delayed Death and Fetal Death Filing**

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# Delayed Death Filing



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Any death not filed within one year of the date of death must be manually filed delayed

Must use VS-128 Court-Ordered Delay of Death form

Must be filed through probate court of the county where the death occurred

# Delayed Death Filing



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Requires an affidavit from the physician or funeral director

VS-128 must be duplicated by county probate court

Forward both copies to the local registrar. Local registrar will file one and forward the other to VSS

# Delayed Death Filing



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The county probate court or local registrar can order the VS-128 form.

Should they not have them in stock, they can order them from the state via the VS-100 form.

If the local orders the VS-128, it cannot be handed to the family. Family has to get the VS-128 through the probate court.



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# Delayed Birth Filing

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# Delayed Birth Filing Overview



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Any birth certificate not properly filed within one year of birth (HSC 192.022 & TAC 181.60)

VSS must verify that no birth is on file in Texas (TAC 181.64)

Supporting documents are required

# Delayed Birth Filing - Overview



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Delayed birth packet application can be submitted by:

- Registrant/Person needing birth record
- Parent of a minor child
- Legal guardian or sole managing conservator

\$25 filing fee

# Delayed birth filing process: Customer



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Customer must request a certified copy of the birth from the state.

If birth record is not on file, VSS sends customer:

- Not Found Letter
- Delayed packet



# Delayed birth filing process: Customer



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Customer must apply for delayed birth and submit:

- Completed delayed packet
- \$25 filing fee
- Supporting documents:  
<https://dshs.texas.gov/vs/delayed/default.shtm>

# **Court-Ordered Delayed Birth Filing HSC 192.027**



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## **HSC 192.026 Rejection or Return of Application:**

If VSS refuses to register a delayed certificate of birth, they shall furnish the applicant with a blanks petition for delayed certificates of birth (VS-123.1), and a court referral letter with reason(s) for rejection and list of court(s) with jurisdiction

# Issuing Delayed Records



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Per Texas Administrative Code 181.28:

Local registrars and county clerks are able to issue certified copies of delayed records filed within their offices.



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# **VSS Records Management**

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# VSS Records Management



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If you don't have a record on file from within your jurisdiction, need a replacement record, or if the record is an illegible image

If a customer comes in and requests a birth or death record from within your jurisdiction and you don't have it on file

# If you don't have a record on file from within your jurisdiction



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Subject: FAX record for paid customer request

<b>Name on B/C:</b>	
Date of birth:	
State file # (if known)	
Reason for request:	
+ Attached customer application & customer photo ID *Include FAX number in your email	

# VSS Records Management



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[VSSRecordsManagement@dshs.texas.gov](mailto:VSSRecordsManagement@dshs.texas.gov)

***Records Management will only send records for paid and completed customer applications.***



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# **VSS Registration**

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# VSS Registration



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AOP and AOP Rescissions including TxEVER  
AOP state review queues and all requests  
from the OAG's office

Inquiry on Court of Continuing Jurisdiction  
for a Child (VS-168)

Delayed Birth Registration (VS-122)

# VSS Registration



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Court-Ordered Delayed Births including  
Court-Ordered Amendments to Court-  
Ordered Births

Court-Ordered Delayed Deaths including  
Court-Ordered Amendments to Court-  
Ordered Deaths

TxEVER local reassignment and locally  
submitted records state review queues

# VSS Registration



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Marriages including Informal Marriages

Information on Suit Affecting the Family  
Relationship (Excluding Adoptions) (VS-  
165) [Divorces]

Paper Amendment to Medical Certification  
of Certificate of Death (VS-174)

# VSS Registration



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Notice of Intent to Claim Paternity (VS-130), Notice of Change of Information (VS-131) and Denial of Registrant's Paternity (VS-133)

[VSSRegistration@dshs.texas.gov](mailto:VSSRegistration@dshs.texas.gov)



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# Local Acceptance Queue

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# Local Acceptance Queue



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Topic: Funeral home sent a record to the wrong Local Registrar

Correct county + wrong local registrar =  
Re-assign record to correct local registrar

# Local Acceptance Queue



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## Wrong County:

- Accept record
- Notify the funeral home to file an amendment
- Request a notice of removal from VSS Records Management

# Local Acceptance Queue



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Should have been re-directed:

- Once you accept it, it is yours.
- The funeral home will have to file a demographic amendment.
- They will write-in the correction on the amendment form (VS-172).



# Local Acceptance Queue



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Rejected instead of re-assigned:

- Local registrar will need to email [VSSRegistration@dshs.texas.gov](mailto:VSSRegistration@dshs.texas.gov) to have the record re-assigned.
- The funeral home cannot obtain a BTP until record is re-assigned for any unnatural causes of death.

# Re-assigning to different Local Registrar in same county



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**Step 1:** Go to Local Acceptance Queue  
Birth -> Function -> Local Acceptance

A set of small navigation icons including a green checkmark, a red X, a document icon, and several blue arrows for navigation.

LOCAL ACCEPTANCE QUEUE

Unresolved Work Queue:  
 13

PLEASE SELECT RECORD TO PROCEED.

# Re-assigning to different Local Registrar in same county



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## Step 2: Select Record from drop-down

LOCAL ACCEPTANCE QUEUE

Unresolved Work Queue:

--Select a value--

CHAVERO, ERICK (C), 2018/06/08

TEST, TEST (C), 2018/07/23

DHAWAN, SHIKAR (C), 2018/10/03

DRAVID, RAHUL (C), 2018/10/03



13

# Re-assigning to different Local Registrar in same county



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## Step 3: Select re-assign button

The screenshot shows the "LOCAL ACCEPTANCE QUEUE" interface. At the top left, there is a toolbar with icons: a green checkmark, a red X, a document icon, and navigation arrows. A large red arrow points to the document icon, which is the re-assign button. To the right of the toolbar, the text "LOCAL ACCEPTANCE QUEUE" is displayed. Further right, there is a section titled "Unresolved Work Queue:" containing a dropdown menu with the text "TEST, TEST (C), 2018/07/23", a green refresh icon, and a box with the number "13". Below these elements are four input fields arranged in a 2x2 grid:

Local File Number:		State File Number:	0003762018
Local File Date:		Paternity Affidavit Number:	

# Re-assigning to different Local Registrar in same county



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**Step 4:** Go to Newborn tab if Birth record, or Demographic tab 3 if Death Record.

A screenshot of a web interface showing a list of tabs. The "Newborn" tab is highlighted with a red oval and a green checkmark. Below it are four other tabs: "Mother", "Mother Dem", "Father", and "Father Dem", each with a green checkmark.

- ✓ Newborn
- ✓ Mother
- ✓ Mother Dem
- ✓ Father
- ✓ Father Dem

A screenshot of a web interface showing a list of tabs. The "Demographic 3" tab is highlighted with a red oval and a green checkmark. Above it are "Demographic 1" and "Demographic 2", and below it are "Demographic 4" and "Demographic 5", all with green checkmarks.

- ✓ Demographic 1
- ✓ Demographic 2
- ✓ Demographic 3
- ✓ Demographic 4
- ✓ Demographic 5

# Re-assigning to different Local Registrar in same county



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**Step 5:** Scroll down to place of birth/place of death.  
Click wrench for Local Registrar listing

## FACILITY INFORMATION & PLACE OF BIRTH

**Name:**

PARKLAND HOSPITAL

**Facility Name Other (Specify):**

**Type:**

HOSPITAL

**Type Other (Specify):**

**Address:**

5200 HARRY HINES BLVD

**Apt:**

ASD

**State:**

TEXAS

**County:**

DALLAS

**Local:**

REGISTRAR - CITY OF DALLAS

**Zip:**

75235

**City/Town:**

DALLAS

**Zip Ext:**




# Re-assigning to different Local Registrar in same county



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**Step 6:** Select correct local from the drop down, then select "Confirm Changes."

Local:  

REGISTRAR - CITY OF DALLAS  
REGISTRAR - DALLAS COUNTY CLERK  
REGISTRAR - DALLAS COUNTY CLERK

City/Town: DALLAS

Zip Ext:





# Re-assigning to different Local Registrar in same county



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## Step 7: Select green check mark to finalize local re-assignment



LOCAL RE-ASSIGNMENT





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# Printing Amendments

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# **Demographic amendment submitted to correct county of death**



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The amendment will be available under  
'all previously not printed.'

The full death record with the corrected  
county will be under 'all previously  
printed.'

# Printing from Remote System – Amendments



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Note: You cannot print images from the remote system (Fee tab).

You can only print abstract certificates.



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# House Bill 123

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**Effective: Jan. 1, 2019**

# Birth Certificates for Foster or Homeless Youth



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House Bill 123 was filed relating to personal identification documents for foster children/youth or homeless children/youth.

This amends Texas Health and Safety Code Section 191.0049.

# Birth Certificates for Foster or Homeless Youth



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A homeless child or youth as defined by 42 U.S.C Section 1143a;

- A child in the managing conservatorship of the Department of Family and Protective Services;

# Birth Certificates for Foster or Homeless Youth



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- A young adult who:
  - is at least 18 years of age, but younger than 21 years of age; and
  - resides in a foster care placement, the cost of which is paid by the Department of Family and Protective Services.



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# Burial Transit Permits

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# Natural Manner of Death



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Funeral Home can print BTP from  
TxEVER

Open EDR -> Record drop-down  
menu -> Print -> Burial Transit  
Permit

# Unnatural Manner of Death



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Funeral homes can only obtain BTP's  
from the local registrar.

The record will appear in the local  
registrar's BTP print queue once funeral  
home makes request

# **BTP Issuance Process: Unnatural manner of death**



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Death -> Functions ->  
Local Burial Transit Print Queue ->  
Print -> Manually sign BTP ->  
Fax BTP to funeral home ->  
"Accept" BTP request in TxEVER

# Note: Print before Accepting



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Click "Print" before "Accept" in the Local Burial Transit print Queue

Sex:	MALE	Method Of Disposition:	CREMATION
Place Of Death:	140 AND WESTERN AMARILLO POTTER TX 79106	Name Of Cemetery/Crematorium:	LIGHTHOUSE CREMATORY
Funeral Director Name:	ZACH SUSTAITA	Funeral Home Name:	LIGHTHOUSE FUNERAL HOME & CREMATORY
Manner Of Death:	ACCIDENT	Resubmit Notes:	
Request Date:	06/24/2019		

**STEP 2**

Accept

Reject

Print

**STEP 1**



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# Disposing Record Requests

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# Search-to-Print Ratios



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VSS is no longer tracking search-to-print ratios

Documentary evidence such as a customer application is required to be completed for every search conducted in the TxEVER system.

# If Customer Requests a Refund for Record Printed from TxEVER



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## Scenario:

City of Victoria was asked to issue a refund for a BC from TxEVER.

The customer noticed their name was misspelled after receiving the record.

# If Customer Requests a Refund for Record Printed from TxEVER



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## Options:

- Void: If you void the transaction, you will not be charged for that record
- We recommend you don't issue a refund



# If Customer Requests a Refund for Record Printed from TxEVER



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## What can you do?

- Take the record back.
- Advise the customer to file and pay for an amendment.
- Once the record is fixed your office could then re-issue the correct version to the customer free of charge.



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# Birth Certificate Issuance

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# **Birth Certificate Issuance: 10 time lifetime limit**



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TAC Rule §181.24 - Abused,  
Misused, Or Flagged Records  
(a) Abused birth record.

# **Birth Certificate Issuance: 10 time lifetime limit**



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(1) Any birth record that has had 10 certifications issued since the original date of filing shall be considered as an abused record. Such a notation shall be made on the birth record.

# **Birth Certificate Issuance: 10 time lifetime limit**



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(2) Local Registrars shall notify the Vital Statistics Unit of any abused record. Requests for additional certifications shall be made to the Vital Statistics Unit.

# **Birth Certificate Issuance: 10 time lifetime limit**



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(3) When the State Registrar receives a request for an abused birth record, he/she shall refuse to issue any additional certifications until the registrant, minor registrant's parent who is not excluded by law, or registrant's guardian has satisfactorily explained, the reason for the additional request(s).

# **Birth Certificate Issuance: 10 time lifetime limit**



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After a birth certificate is locally issued 10 times, local registrars should notate this and contact the state

Customer will have to order record from the state.



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# Signing up for Remote Issuance

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# Starting Remote Issuance



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Contact DSHS VSS Business Services to  
contract through them:

[VSSBusinessServices@dshs.texas.gov](mailto:VSSBusinessServices@dshs.texas.gov)



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# **Proper Remote Birth Issuance Process**

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# Proper Remote Birth Issuance Process



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The next few slides are going to show the process for Remote Birth issuance in the TxEVER Fee Module.



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# Proper Remote Birth Issuance Process

1. Customer accurately and completely fills out and submits request application.
2. Customer submits valid government-issued photo identification.
3. Local registrar office reviews application for accuracy, completeness, and eligibility.



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# Proper Remote Birth Issuance Process

4. Local registrar office reviews identification for accuracy and validity.
5. Local registrar office collects required fee.
6. Local registrar office has a choice of issuing a copy from their records or using the TxEVER Fee Module.



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# Proper Remote Birth Issuance Process

7. If issuing from the TxEVER Fee Module, employee logs on to the system using their unique ID and password.
8. Employee locates the requested record and issues copy.



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# **Document Control Numbers (DCNs)**

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# DCNs



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Barcode number pre-printed on security paper from BankNote Corporation of America

Serves to help prevent fraud and track when and where a record is issued and to whom



# DCNs



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Local Registrar's should be keeping a paper log outside of TxEVER of DCN's used or voided

**What to Log:** date DCN was used or voided, name of registrant, name of requester, DCN number



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# Acknowledgement Of Paternity

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# Pre-Birth AOP Checklist:



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1. Login and go to Pre/Post Birth AOP Registration
2. Fill out the AOP form
3. Search for a partial AOP match
4. Capture AOP signatures

# Pre-birth AOP checklist cont.:



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5. Print the AOP
6. Submit the AOP
7. Search for a birth match
8. Release the AOP – Birth Match

## AOP during birth registration checklist:



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1. Login and go to Birth Registration
2. Fill out the AOP fields on birth record
3. Search for an AOP match
4. Capture AOP signatures
5. Print the AOP
6. Certify and release the AOP together

# AOPs Linger in Queue



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If the AOP was successfully matched to a birth certificate, and if you released it, then the AOP will not appear in your queue.

# AOPs Linger in Queue



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AOPs that are not matched to birth certificates will remain in your queue until the families submit the VS-170 requesting to add the father to the birth certificate and the state manually matches the birth certificate to the AOP.



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# **BankNote Security Paper**

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# Running Low on Security Paper?



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Banknote Corporation of America, Inc.  
(BCA)

[GSBCustomerService@cclind.com](mailto:GSBCustomerService@cclind.com)

<https://www.banknote.com/>

# Running Low on Security Paper?



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Link on our website about the paper vendor:

<http://www.dshs.state.tx.us/vs/field/Bank-Note-Security-Paper/>



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# **TxEVER Account Management**

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# Local Administrators



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TxEVER “super users” with special permissions.

Every facility needs a local admin.

# Local Administrators



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Responsible for:

- Keeping account info up-to-date
- Unlocking accounts
- Re-setting passwords
- Adding new users to facility
- De-activating/Re-activating users





# Unlocking Accounts




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Global -> Tools -> Security ->  
User Maintenance ->

[Skip to main content](#) GLOBAL DEATH FETAL DEATH    

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FUNCTION ▾ **TOOLS ▾** **HELP ▾**

[Security](#) [User Maintenance](#)  
[Utilities](#)

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Select the user in the table ->  
Click "Unlock"

# Resetting Passwords



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- Start off the same way as unlocking accounts.
- Clear out current password field
- Enter new password that meets requirements (press Tab)
- The system will prompt you to re-enter the password again for confirmation
- Hit "update" until a notice pops up that the password was successfully saved



# User Maintenance



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## USER MAINTENANCE

User ID: \*

First Name: \*

Middle Name:

Last Name: \*

Suffix:

Email: \*

[Show password rules](#)

**STEP 2**

Password: \*

User Type: \*  [Show List](#)

**STEP 3**

[Save](#) [Update](#) [Search](#) [Advanced Search](#)

[Clear Fields](#) [Deactivate User](#) [Add/Edit Locations](#) [Add/Edit Processes](#) [Unlock User](#)

Select User Status:

Select Location:



User ID	First	Middle	Last	Suffix	Permissions	Status	Agency	User Phone
ADMIN	ADMINZ		ADMINZ		L	Active		
AJACKSON	ADRIANNA		JACKSON		L	Active	GOLDEN GATE FUNER	
AMILLSTONE	ABERNATHY		MILLSTONE		L	Active		(214)555-5555
ATAYLOR	ALICIA		TAYLOR		L	Active	GOLDEN GATE FUNER	
BNICHOLS	BREJIER		NICHOLS		L	Active		
DALEADMIN	DALE	R	LAYTON		L	Active		
DEJOHNSON	DEREK		JOHNSON		L	Active	GOLDEN GATE FUNER	



# Standard User: Passwords



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"Forgot Password" on the login page

Passwords expire every 3 months.

Re-set your own password prior to expiration date.

# Standard User: Passwords



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Global -> Tools -> Utilities ->  
Change Password

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[Utilities](#) ▸

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[Printer Setup](#)  
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[Generic Forms](#)





# Standard User - Updating Email Address





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Global -> Tools -> Utilities ->  
Update Profile

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**TOOLS ▾**

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- [Utilities ▾](#)

**Utilities ▾**

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# **Criminal Background Checks**

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# Criminal Background Checks

## Why now?

To get local registrars in compliance with the statute governing who can access our system.

## What if I haven't heard anything back from you since I submitted my prints?

No news is good news. You will be contacted if there is a problem.



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# Criminal Background Checks

## Who will contact me if there is a problem?

DSHS has a team within HR that will contact you or your supervisor if there is a problem.

## What if I had a background check done for a license to carry?

You still need to get this done.



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# Criminal Background Checks

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## Who needs to get it done?

Local Registrars and their employees who access TxEVER

## When is it due?

We need the results in by December 15, 2020



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# Criminal Background Checks

**What happens if it's not back/completed by December 15, 2020?**

Access to the system will be suspended for anyone who has not been cleared.

**What if I had an appointment scheduled but it was cancelled due to Covid-19?**

Please email your field representative with any email correspondence with IdentoGO regarding them cancelling your appointment.



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# Criminal Background Checks

## What if me/my office has to do the background checks by mail?

- Has to be an FBI accredited 10-print fingerprint card
- Contact an office near you who meets those requirements

## How long does the background checks by mail take?

4 – 6 weeks



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# **Any questions?**

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# **Thank you!**

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